

# **2021 APAAC Annual Administrative Professional Conference**

August 6, 2021



## **MAKING TIME COUNT: MANAGING YOUR TIME FOR SUCCESS**

Presented by:

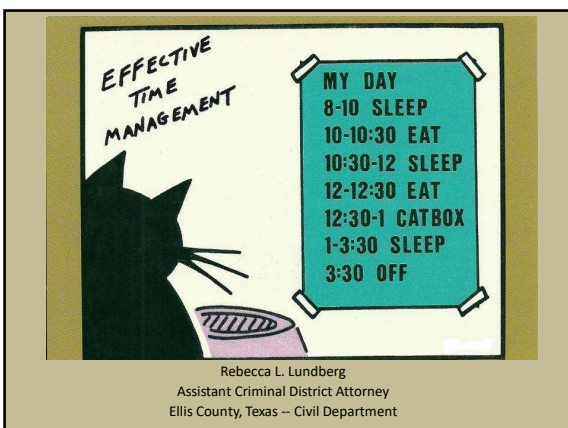
**Rebecca Lundberg**

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Ellis County District Attorney's Office

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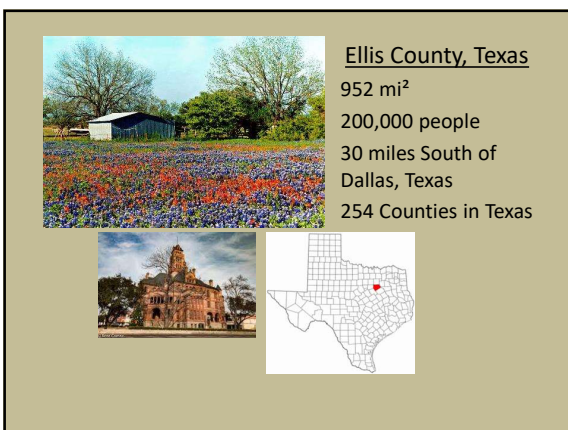
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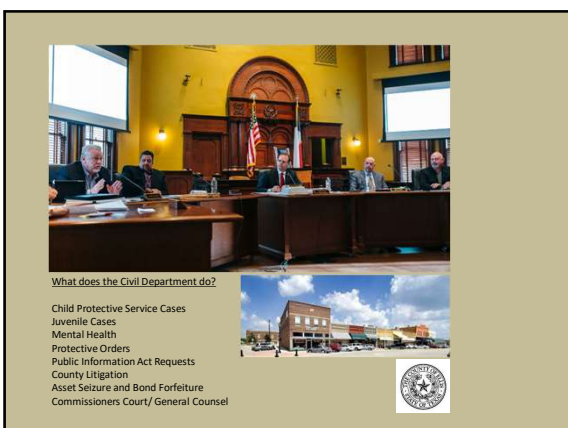
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Let's meet the audience:

**Poll Question:** How would you best describe your position?


Answers:  
 Legal Assistant,  
 Clerk,  
 Administrative Manager,  
 Administrative Assistant,  
 Victim's Assistance, or  
 Other



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### Presentation Summary

1. References for time management
2. Time management test
3. Prioritize values
4. Peak productivity time
5. The importance of calendaring
6. Legal Assistant sample schedule
7. Procrastination
8. Quick tips for time management



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### Reference Materials

Kevin Kruse, 15 Secrets Successful People Know About Time Management (The Kruse Group; 1 edition (October 11, 2015)).

Mind Tools  
[https://www.mindtools.com/pages/article/newHTE\\_88.htm](https://www.mindtools.com/pages/article/newHTE_88.htm)

Medical Daily  
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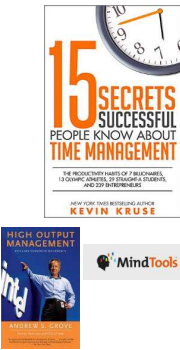
Harvard Business Review  
<https://hbr.org/2010/07/defend-your-research-the-early-bird-really-does-get-the-worm>

The Intelligent Economist  
<https://www.intelligenteconomist.com/time-inconsistency/>

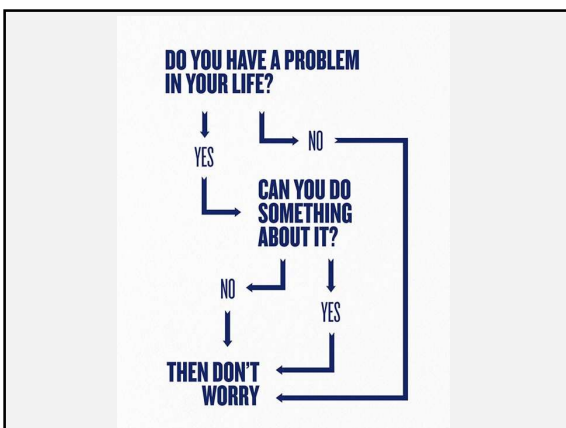
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A. S. Grove (1995). High Output Management. Random House. ISBN 0-679-76288-4.

Business Insider  
<https://www.businessinsider.com/main-types-of-procrastinators-how-to-avoid-accountability-coaches>



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#### 5 Poll Questions

##### Potential Answers:

Not at All / Rarely / Sometimes / Often / Very Often

1. I complete tasks on time and rarely ask for extensions.
2. I set aside time for planning and scheduling.
3. I rarely have to deal with interruptions.
4. When I am given a new assignment, I analyze it for importance and prioritize it accordingly.
5. I leave contingency time in my schedule to deal with "the unexpected"?

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### Is time management a challenge for you?

| Answer Totals  | Results  |
|--|--|
| If you selected a majority of "Not at All" or "Rarely" | Ouch. The good news is that you've got a great opportunity to improve your effectiveness at work, and your long term success! However, to realize this, you've got to fundamentally improve your time management skills. |
| If you selected a majority of "Sometimes"              | You're good at some things, but there's room for improvement elsewhere.  |
| If you selected a majority of "Often" or "Very Often"  | You're managing your time very effectively!  |



[https://www.mindtools.com/pages/article/newHTE\\_88.htm](https://www.mindtools.com/pages/article/newHTE_88.htm)

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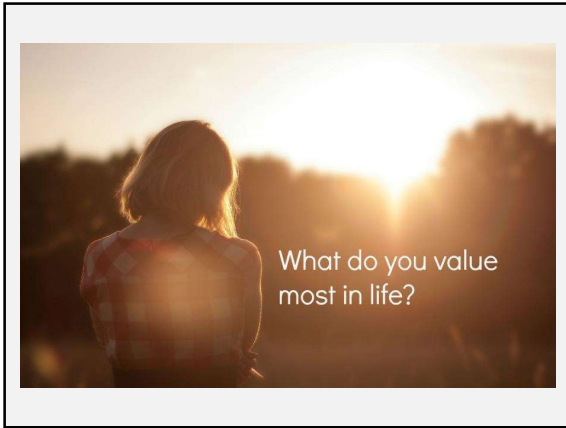
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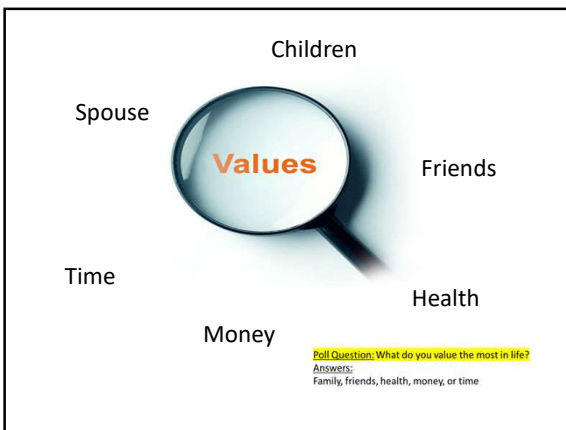
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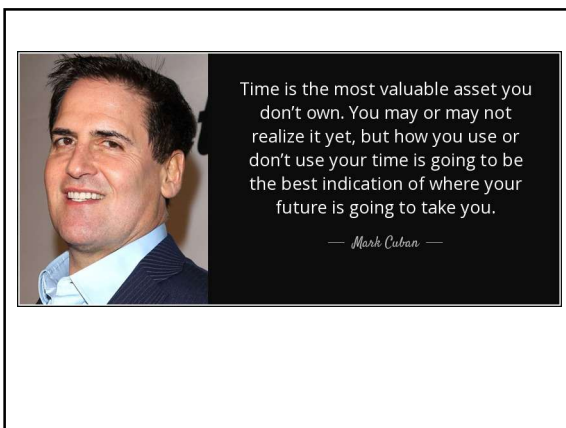
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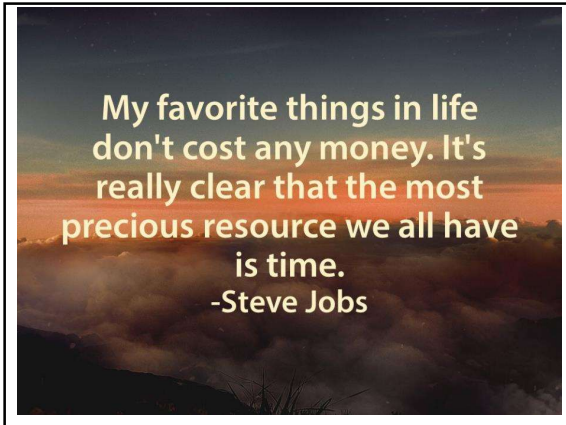
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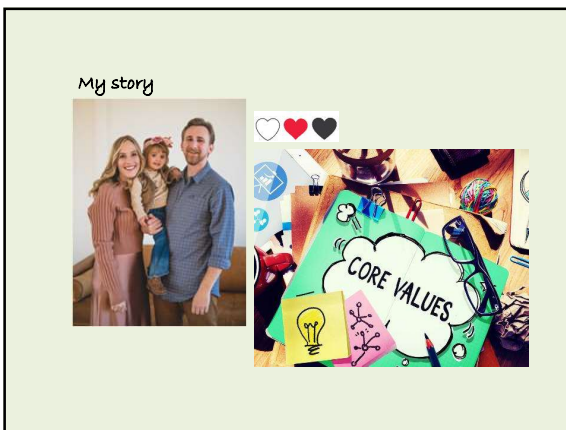
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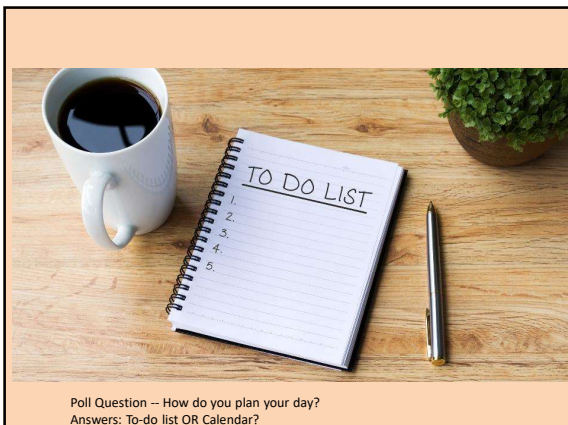
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### ~~Make a to-do list~~

- List does not distinguish between time consuming tasks. (i.e. tend to check off the easy tasks first)
- Makes it easy to work on the *urgent* versus *important*
- Stress factor of leaving unfinished tasks
  - The Zeigarnik Effect



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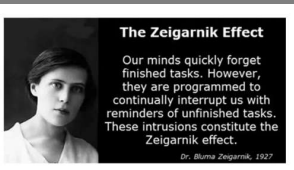
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### Calendar > To-List

#### Bluma Zeigarnik





**The Zeigarnik Effect**  
 Our minds quickly forget finished tasks. However, they are programmed to continually interrupt us with reminders of unfinished tasks. These intrusions constitute the Zeigarnik effect.  
Dr. Bluma Zeigarnik, 1927



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What does your schedule look like?



- Use a desk calendar? Pocket calendar? Outlook calendar? Gmail Calendar?
- Do you stick to your calendar?

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Calendar Tips

- **Block** off time for tasks versus making a to-do list
- Reschedule tasks, don't just cancel them!
- Add buffer/safety net time
- Schedule your exercise/family time/vacation/hobby time
- Schedule **TOP PRIORITY** tasks first. (less interruptions)



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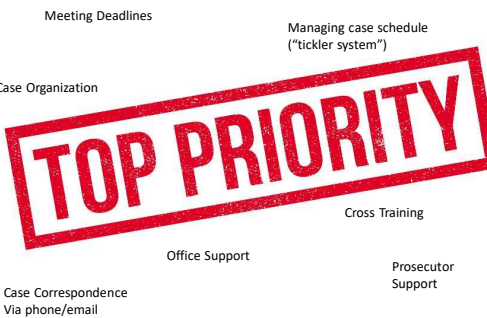
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Meeting Deadlines

Managing case schedule ("tickler system")

Case Organization

Cross Training

Office Support

Prosecutor Support

Case Correspondence Via phone/email

**TOP PRIORITY**

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### The low-hanging fruit theory.



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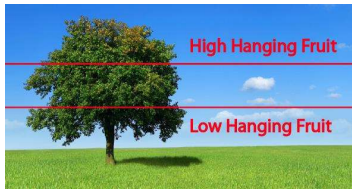
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1. Use your most productive time on your top priority task.
2. Emails and routine mail can wait.
3. You are most cognitive in the morning.

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## Morning People

- Peak productivity is late morning.
- Gradual increase in body temperature means that our working memory, alertness, and concentration gradually improve, peaking at about mid morning.
- Fluid intelligence, or the ability to think quickly and recall information, peaks at around age 20. Raw speed in processing information appears to peak around age 18 or 19, then immediately starts to decline, but short-term memory continues to improve until around age 25, and then begins to drop around age 35.
- Emotional intelligence peaks in the 40s or 50s. Vocabulary may peak as late as our 60's or 70's.

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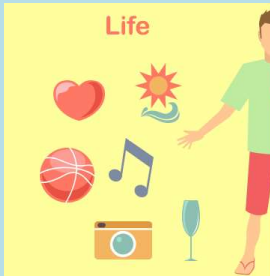
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### How well are you balancing?

#### Life





#### Work



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### Behold my great



### balancing act

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### The Jimmy Buffet Rule



→ Leave at a consistent time.

"My day ends when I'm tired and ready to go home, not when I'm done. I am never done. There is always more work to be done, more that should be done, always more that can be done."  
Andrew Grove (American Businessman – Intel Corp.)

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### Meet Kelli and D'Andrea...



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### DAILY PRIORITIES

| WORK                                   | LIFE                    |
|--|-------------------------|
| Case Correspondence<br>Via phone/email | Spiritual               |
| Case Organization                      | Family (including pets) |
| Meeting Deadlines                      | Friends                 |
| Prosecutor Support                     | Health                  |

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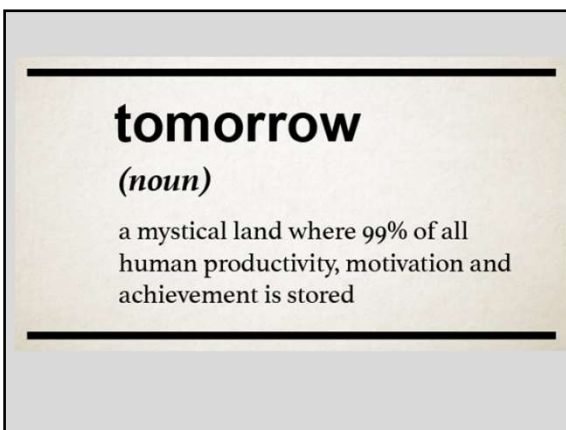
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**SAMPLE Assistant SCHEDULE**

| TIME        | (KELLI)   | (D'ANDRA)   |
|-------------|---|---|
| 6:30am      | Wake up/ check emails/on phone  | Wake up/ let dog out/ feed dog  |
| 6:45-7:30am | Shower/get dressed for work   | Shower/get dressed for work   |
| 7:35am      | Commute to work/ music radio/ coffee run  | Commute to work/ no radio/ coffee run   |
| 8-8:10am    |   | Make tea/prepare for work   |
| 8:10-8:30am | Check any: correspondence Emails/filing Emails/ Emails from Prosecutor/Emergency emails? (print some documents) | Check emails/emails and print documents/correspondence to assist with work flow and tasks |
| 8:30-9am    | Set up all Open Records Requests and send to Prosecutor (quick deadlines)                                       | Prioritizing printed documents and begin tasks that don't require paper case file         |
| 9-12pm      | Work asset seizure files: check calendar and prepare drafting based on case status.                             | Retrieve physical files and continue working case files.                                  |
| 12-1pm      | Lunch (go home, eat, and let dog out)   | Lunch (go out for lunch)  |
| 1-3pm       | Continuing seizure file work/ simultaneously check emails and prioritize requests                               | BUFFER TIME (continue working/bond forfeitures)   |
| 3-4pm       | Work Nondisclosures and Expunction cases and provide to Prosecutor  | Check emails and prioritize requests  |
| 4-5pm       | BUFFER TIME (wrap-up and address carry over issues)   | BUFFER TIME (wrap up and address carry over issues)                                       |
| 5-5:15pm    | Commute home/ (2 <sup>nd</sup> job)   | Commute home  |
| 5:30-6:30pm | Laundry   | Let dog out<br>Working in the yard/gardening  |
| 6:30-7pm    | Make dinner/eat dinner/clean kitchen  | Make dinner/eat dinner  |
| 7:30-9:30pm | Bath time for kiddos, tv, set clothes out, and bedtime for kiddos   | Tv time, read books, and listen to music  |
| 10-11:30pm  | Laundry, cleaning house, prepare kiddo bags, bedtime  | (midnight) Bedtime  |

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**Are you a Procrastinator?**

**5 Poll Questions**

Potential Answers: yes/ sometimes/ never

1. When deadlines are approaching, I often waste time by doing other things.
2. I find that jobs often don't get done for days, even when they require little else except sitting down and doing them.
3. When I have something difficult to do, I tell myself that it's better to wait to do it until I'm feeling more inspired.
4. I generally return emails and phone calls promptly.
5. I usually have to rush to complete tasks on time.

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## Is Night Guy ruining your life?

[Concept of Time Inconsistency]



<http://www.criticalcommons.org/Members/JJWooten/clips/seinfeld-time-inconsistencies/view>

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**Poll Question: What type of Procrastinator do you consider yourself?**

Answers: I consider myself a Type 1, Type 2, Type 3, Type 4, or I don't consider myself a procrastinator.



### 4 Types of Procrastinators

1. The performer who says, "I work well under pressure"
2. The self-deprecator who says, "I am so lazy right now"
3. The overbooker who says, "I'm so busy"
4. The novelty seeker who says, "I just had the best idea!"

BUSINESS  
INSIDER

<https://www.businessinsider.com/main-types-of-procrastinators-how-to-avoid-accountability-coaches>

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## Procr\*\*tination

- Battle your future self
- Accountability (breaking promise to yourself versus others)
- Carrot versus stick motivators
- How do you talk to yourself? ("I am organized" "I am friendly" etc)
- Less than perfect is okay in the interim

See Kevin Kruse, 15 Secrets Successful People Know About Time Management (The Kruse Group, 1 edition (October 31, 2015))



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Management tips and ideas for your work life.



- Email
- Meetings
- Saying “no”
- Interruptions
- Energy

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<https://youtu.be/HTgYHHKs0Zw>

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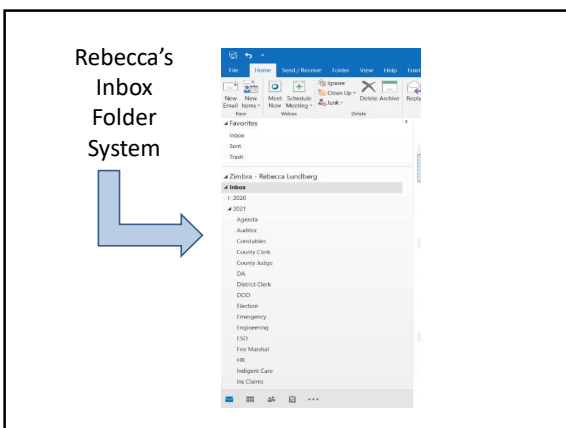
### EMAIL = Timewaster

Try these things...

1. Schedule consistent time in your day to check emails versus responding all day. (9am-9:30am; 4:30-5pm)
2. Control your inbox
  - Do it, Delegate it, Defer it, Delete it
3. Think twice before cc'ing
4. Using folders in your outlook
5. Use the subject line to give direction
  - “FYI: [subject]” –use the FYI designation when you are just passing info along as a courtesy.
  - “Action Required by [Date]: [subject]”
  - “NRN: [subject]” –use NRM to let others know “no response needed”

See Kevin Kruse, 15 Secrets Successful People Know About Time Management (The Kruse Group, 1 edition (October 11, 2015)).


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### Meeting about meeting.

Try these things...

1. Start on time.
2. Invite the right people. (trouble shoot issues/purpose before)
3. Schedule meetings in the afternoon, or non-peak times. (schedule in reverse)
4. Use an agenda with time estimates.
5. Concept of 10 min. meetings versus 30-1hr. time slots.
6. Routine sets you free. Integrate concept of daily huddle to reduce other meetings.

See Kevin Kruse, 15 Secrets Successful People Know About Time Management (The Kruse Group, 1 edition (October 11, 2015).

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<https://youtu.be/3Kt7H8Ct6IA>

- Think about what you are saying “no” to by saying “yes”
- Evaluate the opportunity cost.

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### Dealing with interruptions.

Try these things...

1. Quick resolution is key (i.e. mail example, you check the mail box everyday, pull out the junk mail and toss it, pull out the letters and read them, and then set aside the bills for the scheduled time)
2. (5) min or less rule (move out quick tasks)
3. Calendar more lengthy tasks

See Kevin Kruse, 15 Secrets Successful People Know About Time Management (The Kruse Group, 1 edition (October 11, 2015).

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## Just don't feel like doing a task...

- How to get work energy. (walk/lunch/buffered schedule/fun tasks and rewards)
- Sleep (silencing/do not disturb)



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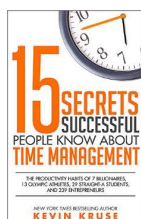
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## Reference Materials

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[https://www.mindtools.com/pages/article/newHTE\\_88.htm](https://www.mindtools.com/pages/article/newHTE_88.htm)

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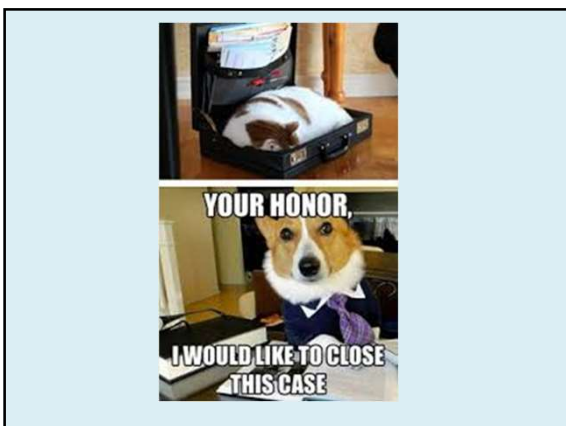
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Contact me...



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